

CHAPTER 209

LOSS AND DAMAGE CLAIM PREVENTION AND ASTRAY CARGO PROCEDURES

A. GENERAL

This chapter provides guidance for properly shipping and receiving Government cargo and for documenting astray cargo under the Government Cargo Recovery Effort (GOCARE) Program.

B. SHIPPING AND RECEIVING RESPONSIBILITIES

1. The TO or receiving facility will:
 - a. Accept all government shipments. The TO will not refuse delivery of government cargo at their facility. There may be receiving exceptions for express carriers and USPS.
 - b. Receive copies of the shipping documents (BL), from the shipping office and establish a due-in suspense file. If the cargo is not received, contact the origin shipper and or carrier. Initiate tracer and claim action.
 - c. Implement effective shipping and receiving procedures to minimize cargo loss and damage (See Figure 209-1, Shipping Checklist, Figure 209-2, Receiving Checklist, and Figure 209-3, Suggested PowerTrack Astray Cargo Procedures).
 - d. Document and resolve transportation discrepancies, to include misdirected and damaged cargo, IAW Chapter 210.
 - e. Submit changes to the Transportation Facilities Guide IAW Appendix A.
 - f. Conduct or arrange for comprehensive training of all personnel involved with packaging and documentation.

C. SHIPPING PROCEDURES

1. Outbound freight personnel will:
 - a. Ensure freight is packaged to withstand the ordinary transportation hazards based on the transportation mode selected.
 - b. Ensure documentation and labeling are complete and accurate. Labels will include, at a minimum, in-the-clear addresses for consignor and consignee; TCN, and piece count, e.g., “1 of 2”, “2 of 2”.
 - c. Provide a legible copy of the BL or other shipping papers to the consignee(s), via electronic, FAX or REPSHIP (See Figure 204-8). See Appendix E for FMS shipments.
 - d. Consider increasing the declared valuation and pay additional minimal costs if a shipment requires additional coverage because of its sensitivity, scarcity, historical value, or other unusual characteristics. Government freight shipments moved by commercial carriers are

subject to varying degrees of valuation, depending on the mode of shipment or the terms of carriage. Shipping personnel will consult and follow Service specific guidance to determine when an increased, declared value is appropriate.

D. DELIVERY PROCEDURES

1. Designated receiving personnel will:
 - a. Count all boxes, containers, and pieces received in each shipment.
 - b. Examine each item unloaded from the carrier's conveyance. When a box or shipment shows evidence of damage or pilferage, call it to carrier's attention and segregate these items from other unloaded items to ensure that a proper record is made.
 - c. Keep a record of piece count and condition of material when shipment is in-checked. This record will show shipment identification, carrier equipment number, time, date, seal number, condition of seals, and checker's name. Consignee's copy of the BL, a tally sheet, or other approved forms will be used.
 - d. Record any overage, shortage, or damage.
 - (1) When materiel received is in excess of the quantity shown on the BL, annotate carrier delivery receipt and report all overages and reconciliation IAW Chapter 210.
 - (2) Annotate original and consignee's copy of carrier's delivery receipt with specific identification of missing or damaged items. Sign and date all copies of the delivery receipt.
 - (3) Ensure the carrier's representative signs all copies of delivery receipt.
 - (4) Do not annotate the carrier's delivery receipt with comments such as "Subject to count and inspection."
 - e. Take photographs (before unloading, if possible) when damage exists or other conditions indicate loss or damage may exist.
 - f. If damage is noted after the carrier's representative departs, immediately contact carrier's nearest office to report the damage and request a shipment inspection.
 - g. Give the carrier up to seven calendar days to inspect the shipment. If the carrier waives inspection, make a record of the waiver; include the name of carrier representative and the date and time the carrier waived shipment inspection. The carrier must FAX a statement waiving inspection. The FAX will include the carrier representative name, date, and time waived.
 - h. Avoid opening damaged freight until a carrier representative is present.
 - (1) Unless prompt unpacking reduces damage to a shipment, the shipment may be unpacked, or;

- (2) Damaged freight creates a hazardous situation or presents a health risk. If this occurs, unpacking must occur immediately.
- i. Obtain a copy of the carrier's inspection report to include in the TDR package. If the carrier assumes responsibility, obtain a certified statement attesting to this assumption.
- j. Not release any TOP SECRET, SECRET, CONFIDENTIAL, sensitive, and technical supplies or equipment to a carrier for repair or salvage. Contact the IM for disposition instructions. (See Chapter 210)
- k. Avoid discussing liability with the carrier.
- l. Accept delivery of shipments damaged during transportation regardless of who has damage-risk responsibility and annotate the carrier delivery receipt.

E. USING POWERTRACK TO IDENTIFY POTENTIAL LOST, DAMAGED OR ASTRAY CARGO

US Bank's PowerTrack system can be used proactively to identify potential lost, damaged, or astray cargo. Shippers and carriers using the PowerTrack "matching model" have a perfect opportunity to identify shipments made but not delivered. In the matching model, the shipper establishes the PowerTrack transaction and the carrier posts delivery information. Shipments made but not delivered within 30 days are potential lost, damaged or astray cargo candidates. Using PowerTrack to identify these shipments is relatively easy using the "find" transaction. Routinely identifying undelivered shipments and beginning the research process while the records are still active improves the success rate in finding astray freight or identifying lost/damaged cargo. If the cargo cannot be located after research is completed, the customer can be notified to take action to document and report the discrepancy for claim action and to reorder the material. PowerTrack is one more tool to use for researching undelivered shipments and offers a way for shippers to provide better support to their customers. Figure 209-3 provides recommended steps to take in the identification process.

F. GOCARE PROGRAM

1. The SDDC Pamphlet GOCARE Committee Handbook and Directory provides commercial carriers with points of contact to resolve astray government shipments. SDDC sponsors and coordinates GOCARE Committees to survey carrier facilities and reduce astray cargo. Selection of one or more Committee Members (CM) will be coordinated with the TOs of major activities located within defined geographic areas.
2. TOs, Contract Management Officers (CMOs) or CMs will visit carrier facilities quarterly to locate government cargo. Carriers will be encouraged to notify TOs, CMOs, or CMs of suspected astray government cargo in their terminal or warehouse. Carriers will be provided the GOCARE HOTLINE number, 800 631-0434.
3. Until final disposition is determined, a carrier may deliver astray cargo identified as government property to the local TO to hold. In such cases, the TO will furnish a carrier receipt and follow the TDR procedures in Chapter 210.

4. Additional information on the GOCARE program can be found in SDDC pamphlet, GOCARE Committee Handbook and Directory. Copies may be obtained from:

SDDC Operations Center
Attn: SDG3-GD-CS
661 Sheppard Place
Fort Eustis, VA 23604-1644

The pamphlet is also available at <http://www.sddc.army.mil/>. Click on “Global Cargo Distribution,” then click on “Domestic (more),” then click on “GOCARE,” then click on “Guidelines.”

G. GOCARE RESPONSIBILITIES

1. The SDDC Operations Center will:
 - a. Develop and administer the GOCARE Program.
 - b. Evaluate the effectiveness of the GOCARE Committees.
 - c. Analyze GOCARE Committee reports for trends or weaknesses and provide feedback to TOs and CMs.
 - d. Coordinate changes to the directory portion of the GOCARE Committee Handbook and Directory.
 - e. Provide training to GOCARE CMs.
2. GOCARE Committee Chairpersons will:
 - a. Assign GOCARE CMs to carrier terminals and warehouses within their geographic area.
 - b. Provide reporting procedure guidance to the GOCARE CMs.
 - c. Provide an updated list of all CMs to the SDDC Operations Center (SDG3-GD-CS), at Commercial: 757 878-8622; DSN: 826-8622; e-mail: mtfeastrayfreight@sddc.army.mil on a quarterly basis or when a change is made.
 - d. Provide the following information to the SDDC Operations Center (SDGE-GD-CS) quarterly:
 - (1) Number of terminals visited or contacted.
 - (2) Number of astray shipments located.
 - (3) Value (actual or estimated) of shipments located. If the actual value is not known or cannot be determined, an entry of \$500 will be made as the value of each shipment located. If the astray shipment has a complete NSN and the CM cannot determine the cost, contact the SDDC Operations Center (SDG3-GD-CS) at Commercial: 757 878-8622 or DSN: 826-8622.

(4) Amount of time expended performing astray freight duties.

3. GOCARE CMs will:

- a. Make quarterly visits to assigned commercial carrier terminals and warehouses to locate astray government freight. Visits may also include FMS freight forwarder warehouses and US Customs warehouses. Telephonic coordination is also an acceptable means.
- b. Encourage local commercial carrier terminal managers to participate in the GOCARE Program.
- c. Make every effort to identify consignor, consignee, or destination of cargo. Open and examine containers in the presence of the carrier's representative. If the consignor or consignee cannot be identified, contact the IM of the commodity for disposition instructions when the DD Form 1348-1A, (See Figure 202-7) indicates the Routing Identification Code (RIC); e.g., S9C, S9G, etc., in blocks 67-69. In the absence of the RIC, if the NSN is available, the first four digits; e.g., 4210, fire-fighting equipment, utilize the Federal Supply Class (FSC) assignments to DLA/GSA for Integrated Management. Information can be found at the DLA Customer Assistance Handbook, on the website at <http://www.supply.dla.mil/CustomerHandbook/index.asp>. (See Chapter 210 for the IM POC.)
- d. Furnish forwarding instructions to carrier for astray cargo.
- e. Record all information for each astray shipment on SF 361, Transportation Discrepancy Report, IAW Chapter 210.
- f. Refer problems to and/or request assistance from the SDDC Operations Center (SDG3-GD-CS), at Commercial: 757 878-8622 or DSN: 826-8622; e-mail: mtfeastrayfreight@sddc.army.mil.

SHIPPING CHECKLIST

- ✓ Is the shipment routed IAW the priority?
- ✓ Is the freight properly prepared for shipment to withstand the ordinary hazards of transportation for the mode selected?
- ✓ When reusable shipping containers are used, are all previous markings completely obliterated?
- ✓ Are the shipping documents matched against the shipping labels to ensure correct and accurate shipping information?
- ✓ Is the BL accomplished completely and accurately IAW all current regulations and instructions?
- ✓ Is the transportation company hauling the freight contacted and given sufficient time to pick up the shipment?
- ✓ When the transportation company picking up the freight arrives, is the date and time recorded on the shipping records?
- ✓ Before the shipment is loaded on the carrier's equipment, do the shipping clerk and the driver jointly check the equipment?
- ✓ As the freight is loaded, is it counted and matched against the BL?
- ✓ Does the carrier's driver sign and date the BL to include the number of pieces in the shipment?
- ✓ Is the carrier driver's signature clear and legible?
- ✓ Does the carrier's driver receive the correct copies of the BL?
- ✓ Is the shipping information entered on copies of the shipping document?
- ✓ Are the consignee's copies of the BL and supporting documents sent to destination to assure arrival in advance of the shipment?

Figure 209-1. Shipping Checklist

RECEIVING CHECKLIST

- ✓ Have all designated receiving personnel been trained in loss and damage prevention procedures and techniques?
- ✓ Was the carrier's delivery receipt annotated with the date and time the carrier arrived for unloading, the date and time the carrier departed, and the number of pieces unloaded?
- ✓ Was the carrier's vehicle checked for seal integrity prior to opening the trailer; were seal numbers written down on the carrier's delivery receipt?
- ✓ Were the labels on all containers checked to ensure the property belongs to your activity; did the labels match the pieces, TCN, and/or weight as shown on the carrier's delivery receipt or the BL (commercial or government)?
- ✓ Was each off loaded container checked for possible damage; was damaged property immediately brought to the attention of the carrier's driver?
- ✓ Was the carrier's delivery receipt annotated with the number of pieces damaged or short, along with the TCN number and type of damage (e.g., bent, crushed, leaking)?
- ✓ Did both the carrier's driver and the inchecker acknowledge the shortage or damage notation on the carrier's delivery receipt?
- ✓ Were photographs taken of damaged property?
- ✓ Was the carrier's representative called and a request made for an inspection of damaged property; was a record made of the name of the person contacted, date, and time of their response?
- ✓ When a carrier chooses not to inspect damaged property, did technically qualified personnel at your activity perform an inspection?
- ✓ On "free astray" or "dead head" bills, were the TCN, consignor, pieces, weight, and any other markings identifying the property written on the carrier's delivery receipt?
- ✓ When concealed damage was reported to the inchecker, did they immediately report the damage to the carrier's representative, obtain statements from personnel who found the damage, and report this information to the transportation OS&D clerk?
- ✓ Were all discrepancies reported to the transportation OS&D clerk immediately upon discovery?
- ✓ Is there a program in place to ensure all activities other than Transportation know the rules for accepting freight and annotating the carrier's delivery receipt?

Figure 209-2. Receiving Checklist

Suggested PowerTrack Astray Cargo Procedures

1. Weekly, complete a “find” transaction in PowerTrack for each carrier. The suggested search criteria is:
 - a. Date: Expected ship date older than 30 days.
 - b. Status: Service event not complete. Approval final.
2. Print results of the “find” query.
3. Verify each transaction was not canceled and that the cargo was, in fact, tendered to the carrier. At a minimum, obtain the first page of the BL. Verify receipt by the carrier by confirming a driver’s signature on the BL.
4. Review BL for any additional problems with the shipment(s). Did the carrier report a shortage on the BL?
5. If there is no reason for the open transaction based on PowerTrack records or research, compose a letter or FAX to the carrier requesting POD and an update to the PowerTrack transaction within 15 days. Also include in the correspondence, “If no response or POD is received by __ (date) __, the PowerTrack transaction for payment will be denied or canceled.”
6. Place a “note” in PowerTrack stating what was done. Example: “Sent request to carrier for POD on __ (date) __. Response required by __ (date) __. Consider the volume of transactions being researched when creating the suspense date.
7. If no response is received from the carrier by the suspense date, deny or cancel the transaction. Place another “note” in PowerTrack stating why the reason for denial or cancellation.
8. If the carrier responds with “No POD Available” or “Shipment was short” contact the consignee to verify if they received the material or a partial shipment. Request a proof of receipt from the consignee.
9. If the consignee did not receive the material, notify the carrier and request they update the PowerTrack transaction. Notify the consignee that they should prepare and document a TDR for claim action and a Supply Discrepancy Report (SF 364) to get credit for the item(s) not received. Cancel or deny the transaction in PowerTrack with a note stating why.

Figure 209-3. Suggested PowerTrack Astray Cargo Procedures